

Our crews are instructed to remove any toys, trash, and other small visible debris from a lawn prior to service. They are not responsible for moving hoses, electrical lines, or extension cords of any kind, nor can they move any part of any "installed" equipment.

It is the customer's responsibility to move any items or obstacles that could be damaged during the course of the service process. This specifically includes objects that may be hidden or obscured by the lawn, plants or shrubs in the lawn areas. Homeowners are also responsible to report any hazards or conditions that may exist in the service area when submitting a work order so they can be written into the service order notes. Such examples are:

- Water spigots in the yard that could get ran over and damaged.
- Low voltage lighting, wires, extension cords, and transformers. All wires should be properly buried underground, and out of the way prior to requesting service. Note: Damage to older plastic low voltage lighting by the string of a weedeater is highly likely. The plastic becomes brittle and sun dried over time. We will not trim around these lights as a normal course of service unless you request it specifically. It is the customer's responsibility to request this be added to the work order. In any and all circumstances, we are not responsible for damage done by weedeater lines to plastic low voltage lighting. The higher quality metal lights do not break when a weedeater line comes into contact with them, and in our opinion, plastic is not a suitable option for quality low voltage lighting. As the old adage goes... "You get what you pay for."
- **PROPERLY INSTALLED LOW VOLTAGE LIGHTING AND SPRINKLER SYSTEMS DO NOT HAVE EXPOSED WIRES AND OR EXPOSED WATER LINES, AND ARE VERY DIFFICULT TO DAMAGE DURING THE COURSE OF THE LAWN MOWING PROCESS. ☐**
- Plants that are in the lawn and are not located within a protected bed, or otherwise defined area.
- AC units having improperly insulated, and unshielded thermostat wires leading out to the pump that need to be properly installed.

IT IS THE CUSTOMERS RESPONSIBILITY TO READ THEIR WORK ORDERS AS THEY ARE SENT TO THEM, OR AS THEY PAY THE BILLS TO REVIEW STANDING WORK ORDER NOTES ON YOUR ACCOUNT, AND DETERMINE IF THEY ARE COMPLETE AND ACCURATE. ☐ WE CAN UPDATE THEM AT ANYTIME, AND AT YOUR REQUEST. ☐